AMENDMENTS TO THE CLAIMS:

Applicants cancel claims 7 and 8, add new claims 19-23, and amend claims 1, 3-6, 16, and 17 as denoted in the following listing. This listing of claims will replace all prior versions and listings of claims in the application:

1. (Currently Amended) A method for customer centric network management comprising the steps, performed by a processor, of:

> receiving component access information for accessing at least one component in a network;

> collecting new network component information from the at least one component based on the component access information;

> storing the new network component information in a temporary database;

> comparing the temporary database with a generic information model database;

> modifying the generic information model database according to comparison rules;

> receiving identification data corresponding to a customer in a network, wherein the customer is an entity of a type selected from the group consisting of a natural person, a company, an organization, and an enterprise;

> accessing [[a]] the generic information model database for one or more customer records corresponding to the customer identification data;

> receiving selection information identifying a selected one of the one or more customer records, wherein the selected customer record corresponds to the customer; and

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providing actual circuit path information corresponding to a customer
service based on the selected customer record, wherein the
selected customer record contains the actual circuit path
information having heterogeneous network components associated
with the selected customer record and the heterogeneous network
components support a specific service for the customer, and
wherein the actual circuit path information is used to generate a
graphical representation of the heterogeneous network components
spanning the customer and the specific service.

Claim 2 (Canceled).

3. (Currently Amended) A method for customer centric network management in a
network comprising the steps, performed by a processor, of:

receiving component access information for accessing at least one
component in a network;

populating a permanent database with network component information,
the permanent database storing the network component
information according to a generic information model;

receiving customer identification data corresponding to a customer in the
network, wherein the customer is an entity of a type selected from
the group consisting of a natural person, a company, an
organization, and an enterprise;

accessing the permanent database for one or more customer records
corresponding to the customer identification data;

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receiving selection information identifying a selected one of the one or

    more customer records, wherein the selected customer record

    corresponds to the customer; [[and]]

collecting new network component information from the at least one

    component based on the component access information;

storing the new network component information in a temporary database;

comparing the temporary database with the permanent database;

modifying the permanent database according to comparison rules; and

providing actual circuit path information corresponding to a customer

    service based on the selected customer record, wherein the

    selected customer records contains the actual circuit path

    information having heterogeneous network components associated

    with the customer record and the heterogeneous network

    components support a specific service for the customer, and

    wherein the actual circuit path information is used to generate a

    graphical representation of the heterogeneous network components

    spanning the customer and the specific service.

4. (Currently Amended) The method of claim 3, said populating step further comprising:

> sending the component access information to an element management system, the element management system retrieving network component information from at least one component in the network;

> receiving the network component information from the element management system; and

> storing the network component information in the permanent database.

5. (Currently Amended) The method of claim 3, further comprising:

> ~~updating~~ modifying the permanent database based on an automatic event.

6. (Currently Amended) The method of claim 3, further comprising:

> ~~updating~~ modifying the permanent database based on a manual event.

Claims 7-15 (Canceled).

16. (Currently Amended) A method for customer centric network management comprising the steps, performed by a processor, of:

> receiving component access information for accessing at least one component in a network;

> collecting new network component information from the at least one component based on the component access information;

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storing the new network component information in a temporary database;

comparing the temporary database with a generic information model database;

modifying the generic information model database according to comparison rules;

receiving identification data corresponding to a customer in a network, wherein the customer is an entity of a type selected from the group consisting of a natural person, a company, an organization, and an enterprise;

accessing [[a]] the generic information model database for one or more customer records corresponding to the customer identification data;

receiving selection information identifying a selected one of the one or more customer records, wherein the selected customer record corresponds to the customer; and

providing actual circuit path information corresponding to a customer service based on the selected customer record, wherein the selected customer record contains the actual circuit path information having network components associated with the selected customer record and the network components support a specific service for the customer, and wherein the actual circuit path information is used to generate a graphical representation of a customer path spanning the customer and the specific service.

17. (Currently Amended) A method for customer centric network management in a network comprising the steps, performed by a processor, of:

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receiving component access information for accessing at least one
  component in a network;

populating a generic information model database with network component
  information, the database storing the network component
  information according to a generic information model;

collecting new network component information from the at least one
  component based on the component access information;

storing the new network component information in a temporary database;

comparing the temporary database with the permanent database;

modifying the permanent database according to comparison rules;

receiving customer identification data corresponding to a customer in the
  network, wherein the customer is an entity of a type selected from
  the group consisting of a natural person, a company, an
  organization, and an enterprise;

accessing the database for one or more customer records corresponding
  to the customer identification data;

receiving selection information identifying a selected one of the one or
  more customer records, wherein the selected customer record
  corresponds to the customer; and

providing actual circuit path information corresponding to a customer
  service based on the selected customer record, wherein the
  selected customer record contains the actual circuit path
  information having network components associated with the
  selected customer record and the network components support a
  specific service for the customer, and wherein the actual circuit

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path information is used to generate a graphical representation of a customer path spanning the customer and the specific service.

18. (Canceled).

19. (New) The method of claim 1, further comprising:

   sending the component access information to the element management system, the element management system retrieving network component information from at least one component in the network;

   receiving the network component information from the element management system; and

   storing the network component information in the generic information model database.

20. (New) The method of claim 16, further comprising:

   sending the component access information to the element management system, the element management system retrieving network component information from at least one component in the network;

   receiving the network component information from the element management system; and

   storing the network component information in the generic information model database.

21. (New) The method of claim 17, said populating step further comprising:

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sending the component access information to an element management

system, the element management system retrieving network

component information from at least one component in the network;

receiving the network component information from the element

management system; and

storing the network component information in the permanent database.

22. (New) The method of claim 17, further comprising:

modifying the permanent database based on an automatic event.

23. (New) The method of claim 17, further comprising:

modifying the permanent database based on a manual event.

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